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## Standard Operating Procedures for the Loudoun County Commuter Bus Service

## Safety and Service Protocols

- 1. **Do not** speak to the driver while he/she is driving. The driver has enough to concentrate on: keeping you and the other passengers safe.
- 2. Doors on the bus will not be re-opened once they have been closed and the bus has started to pull away from the stop.
- 3. The pickup times, especially in the afternoon can vary by up to 10 minutes. Because the buses are not allowed to idle in the District, Loudoun County Transit recommends that you arrive at your bus stop at least 5 minutes before the scheduled departure time. Also, the bus drivers currently operate on Nextel time.
- 4. Obey all signs located within Park & Ride lots (ie: Handicapped, Kiss & Ride, Speed Limit, etc.)

## Rider Comfort Protocols

- 5. Seatbacks must remain in the full upright position until the bus has departed the last stop in Loudoun County in the morning. In the afternoon/evening, seatbacks must remain in the full upright position until the bus has departed Rosslyn or Washington DC if a particular route does not proceed through Rosslyn. Once the bus has departed Loudoun County in the morning or DC/Rosslyn in the afternoon, seatbacks may be carefully reclined.
- 6. Seats are for people and not for things. Items that can't be placed in the overhead compartment, under your seat, or in your lap, will not be allowed on the bus. Do not place your belongings on the seat next to you at any time.

- 7. Cell phone ringers should be put on vibrate. Essential calls should be kept short (under 5 minutes) and voices kept low.
- 8. Headphones are required for any radios, mp3 players, CD players, computers that have sound, portable games, etc. Even with headphones, keep the volume of your equipment at a respectable level.
- 9. Speak quietly when conversing with another person on the bus.
- 10. No smoking or open alcoholic containers are permitted on the bus.
- 11. No cursing or abusive language is permitted on the bus.
- 12. All trash and personal items are to be removed when exiting the bus.
- 13. The temperature on the bus is set at 68 degrees year round. Dressing in layers is recommended.